



State of Utah

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Client Service Memorandum 2019-02

TO: All Client Service Staff

FROM: Emily Stirling, Policy Coordinator

Authorized By: Aaron Thompson, Assistant Director

SUBJECT: Business Customized Training Pilot Project

Date Issued: March 8, 2019

Date Effective: March 8, 2019

PURPOSE

The purpose of this Client Service Memorandum is to provide policy and guidance for use of the Business Customized Training Pilot. This memo will expire at the conclusion of the pilot project or when the contents of this memo are incorporated in the Client Service Manual. This memo includes a fee schedule and an overview of the customized training program model.

BACKGROUND

The Utah State Office of Rehabilitation vocational rehabilitation (VR) program, businesses and Community Rehabilitation Programs (CRP) are collaborating to provide a business-specific customized training opportunity for VR clients. Business Customized Training (BCT) allows a business to design an intensive training program that targets the development of skills desired by that business. At the conclusion of the training program, clients who complete the coursework and perform successfully have the opportunity to apply for open positions with the business. The goal of the BCT program is to prepare all training participants for employment with the business. The BCT is conducted by a designated CRP who is dedicated to providing classroom instruction and hands-on learning specific to the business need. BCT programs that are part of the pilot are conducted at the employer's facility.

PROGRAM LENGTH AND COST

BCT programs may vary in length with compensation on a milestone payment system. The attachments to this memo contain information about the training length and assigned cost for each BCT business site.

REFERRAL

VR Counselors and clients considering BCT should discuss the positions available at the BCT business and review the job descriptions to ensure a match with the client's employment needs and that the client meets the minimum qualifications. If the BCT program is necessary and appropriate, the VR Counselor and client will amend the IPE,



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complete the BCT Referral Form, and send the completed form and an authorization for the BCT assessment to the CRP contact that corresponds to the BCT business site. The employment goal listed on the IPE should correspond to the desired employment outcome with the BCT business.

ASSESSMENT

Upon receiving the completed BCT referral form and assessment authorization the CRP conducts a four-hour assessment to ensure the client has the basic skills and abilities to be successful in the BCT training program. The assessment may take place at the BCT business site or at the CRP's facility and should contain a situational assessment that corresponds to the job types available at the BCT business site. Upon completion, the CRP will send a summary of the assessment results to the referring VR Counselor.

TRAINING

If the results of the assessment indicate the client and the BCT program are a match, the VR Counselor will authorize for the BCT milestones on a single authorization with a separate authorization for stability. Each business has a unique BCT program and corresponding training fee. See attachments for details on the BCT business location, dress code, supply requirements, rates, and authorization schedules.

The CRP may bill for the BCT milestones as they occur by sending a bill and progress report for the completed training period. If the client stops attending the training program, the CRP may bill for the milestone that corresponds to the last training period the client attended even if the client did not complete the training period. CRP's may bill for stability after the client has completed the BCT program, been hired by the BCT business, and maintained employment with the BCT business at least 90 days.

During the training program, clients will receive a combination of classroom training and hands-on training at the BCT site. The client will not be compensated for classroom time but will be paid entry-level wages for work conducted on behalf of the BCT business during the BCT program. The CRP will become the employer of record for the duration of the BCT program and will pay the client's wages. The CRP is responsible for billing the BCT business for work performed.

During the final weeks of the BCT, the client will be given an opportunity to apply for jobs at the BCT business. If hired, the client will become an employee of the BCT business at the conclusion of the training.

STABILITY

Clients participating in a BCT program are considered stable once they have been employed successfully with the BCT business for at least 90 days. The VR Counselors will enter this date as the stable date in AWARE and begin the 90 day process for successful closure.

ADDITIONAL HOURS

If the client needs additional support after the completion of the BCT program, the VR Counselor may offer individual coaching hours to support the client. These individual hours should be added to the IPE and authorized at the hourly rate established for ongoing support services provided by CRP's (CRP consultation hours) in Chapter 12 Appendix A and B.

Sephora Distribution Center

Business Information

- **Location:** 6075 W 300 S, Salt Lake UT 84104
- **CRP:** NES
- **Referral Contact:** Amber Marsh, amber.marsh@nesutah.com
- **Program Length:** 9 Weeks (20hrs week 1, 40 hrs weeks 2-9)
- **Wages:**
 - Trainee Wage \$11.00/hour
 - Sephora Wage \$14.00/hour
- **Transportation Options:**
 - Bus w/ Shuttle from bus stop to Sephora

Dress Code

- Jeans and shorts ok
- No hoodies
- close toed shoes (no sandals or boots)

Supplies

- padlock
- clear back pack/bag (needed to take personal items on the warehouse floor)

1st Authorization (sent with referral form)

- **Assessment:** \$155
- Service Code 015
- 4 hour situational assessment
- Payable with receipt of assessment summary

2nd Authorization (sent prior to start of BCT program)

- Service Code 085
- Milestones payable as achieved (progress report must accompany billing)
- **Milestone 1:** \$1000
 - Week 1, 2 & 3
- **Milestone 2:** \$1,200
 - Week 4, 5 & 6
- **Milestone 3:** \$1,200
 - Week 7, 8 & 9
- **Authorization Total:** \$3400

3rd Authorization (sent prior to start of BCT program)

- **Stability:** \$680
- Service Code 085
- Payable when client has been employed by Sephora for 90 days

Positions

- Warehouse Associate

WinCo Foods

Business Information

- **Location:** 2193 S Main St., So. Salt Lake, UT 84115
- **CRP:** Collumbus Community Center (CCC)
- **Referral Contact:** Janet Hellekson (385) 715-5369, jhellekson@columbusseves.org
- **Program Length:** 9 Weeks (6 hours per day/five days per week)
- **Wages:**
 - Trainee: \$10/hour
 - WinCo: \$10/hour and up depending on position
- **Transportation Options:**
 - Bus
 - Car

Positions

Dress Code/Required Items

- | | |
|---|--|
| <ul style="list-style-type: none"> • Bakery Clerk • Deli Clerk • Meat Wrapper • Bulk Foods Clerk • Freight Stocker • Produce Clerk • Cart-Container Clerk • Grocery Floor Clerk • Seafood Clerk • Cashier • Maintenance Clerk • Variety Stocker | <p>Pants (khakis, black slacks, untorn jeans)</p> <p>Red Polo Shirts</p> <p>Close-toed shoes (any kind)</p>
<p>Recommended Item:</p> <p>Watch (any kind, for time management)</p> |
|---|--|

1st Authorization (sent with referral form)

- **Assessment:** \$155
- Service code 015
- 4 Hour Assessment
- Payable with receipt of assessment summary

2nd Authorization (sent prior to start of BCT program)

- Service Code 085
- Milestones payable as achieved (progress report must accompany billing)
- **Food Handlers:** \$25
- **Supplies:** \$75
- **Milestone 1:** \$900
 - Week 1, 2 & 3
- **Milestone 2:** \$900
 - Week 4, 5 & 6
- **Milestone 3:** \$900
 - Week 7, 8, & 9
- **Authorization Total :** \$2800

3rd Authorization (sent prior to start of BCT program)

- **Stability:** \$540
- Service Code 085
- 90 days successfully employed by WinCo

WinCo Foods

July 1, 2019

Business Information

- **Cohorts 2 & 3**
- **2 Locations**
 - 7020 700 W, Midvale, UT 84047 (4 clients)
 - 2572 S 5600 W, West Valley City, UT 84120 (4 clients)
- **CRP:** Collumbus Community Center (CCC)
- **Referral Contact:** Janet Hellekson (385) 715-5369, jhellekson@columbusseverns.org
- **Program Length:** 9 Weeks (6 hours per day/five days per week)
- **Wages:**
 - Trainee: \$10/hour
 - WinCo: \$10/hour and up depending on position
- **Transportation Options:**
 - Bus
 - Car

Positions

Dress Code/Required Items

- Bakery Clerk
 - Deli Clerk
 - Meat Wrapper
 - Bulk Foods Clerk
 - Freight Stocker
 - Produce Clerk
 - Cart-Container Clerk
 - Grocery Floor Clerk
 - Seafood Clerk
 - Cashier
 - Maintenance Clerk
 - Variety Stocker
- Pants (khakis, black slacks, untorn jeans)
Red Polo Shirts
Close-toed shoes (any kind)
- Recommended Item:
Watch (any kind, for time management)

1st Authorization (sent with referral form)

- **Assessment:** \$155
- Service code 015
- 4 Hour Assessment
- Payable with receipt of assessment summary

2nd Authorization (sent prior to start of BCT program)

- Service Code 085
- Milestones payable as achieved (progress report must accompany billing)
- **Food Handlers:** \$25
- **Supplies:** \$75
- **Milestone 1:** \$900
 - Week 1, 2 & 3
- **Milestone 2:** \$900
 - Week 4, 5 & 6
- **Milestone 3:** \$900
 - Week 7, 8, & 9
- **Authorization Total :** \$2725

3rd Authorization (sent prior to start of BCT program)

- **Stability:** \$540
- Service Code 085
- 90 days successfully employed by WinCo